



Designed to move you

Introducing our beautiful new fleet

Meet our new trains

After two decades leading the way in high speed cross-Channel train travel, the time has come to breathe new life into our trains.

With sleek lines, a smart new livery, chic designer interiors and a whole host of eco-friendly upgrades, their unveiling is the perfect milestone to mark Eurostar's 20th anniversary.

Designed to move you

Our new trains have been engineered especially for Eurostar by Siemens and designed with you in mind by the legendary Italian design house, Pininfarina.

We've worked closely with the designers to incorporate customer feedback about our trains, and our new models include **wi-fi**, a **completely redesigned bar buffet and fresh, bright toilets**, as well as **exceptionally comfortable seats** with UK and Continental **power sockets**.

We've also perfected every last detail, from **clever cushions** and **ingenious tables**, to smart **technological touches** and **intelligent lighting**. All to give you the ultimate in comfort for an effortless journey.

What's the new train called?

Our new train from Siemens is called the e320 because it can reach an amazing 320km/h maximum speed.

How big is it?

The e320 is about 10 metres longer than our current trains, as well as wider and taller.

Why did you need new trains?

We decided to invest in new trains for three simple reasons.

- So that we could increase the number of travellers we can carry
- To give us the scope to run trains to new destinations
- To deliver the best possible service to our travellers

Our new e320s will complement our existing trains, which we'll continue to use as part of our fleet.

What are the main benefits of the new trains?

- Our e320s will have modern, stylish and comfortable interiors, a better layout and information screens
- There'll be free wi-fi for everyone, as well as a wi-fi portal full of information like live news, weather and destination guides

- We'll be able to carry more travellers, up to 894 passengers on busy journeys
- Our e320s will be compatible with the latest signalling, control and train protection systems used by European railways, so we'll have the potential to go directly to new destinations.
- We'll also be able to accommodate travellers with reduced mobility more comfortably

What are the differences between travel classes?

Our three travel classes still include the features and benefits we all know and love, as well as a few new ones we hope you'll enjoy.

	Standard	Standard Premier	Business Premier
Fully flexible tickets			✓
Seamless check-in closes 30 minutes before departure	✓	✓	
Dedicated fast track check-in closes 10 minutes before departure			✓
Our boarding guarantee			✓
Exclusive Business Premier lounge access with drinks and snacks, wi-fi, newspapers and magazines			✓
Complimentary newspapers on board			✓
Complimentary magazines on board		✓	✓
Extra spacious, comfortable seats with deeper seat recline		✓	✓
A great range of food and drinks in the onboard bar buffet	✓		
A light meal and drinks served at your seat		✓	
A delicious three course meal and drinks served at your seat			✓
Free onboard wi-fi and access to our wi-fi portal	✓	✓	✓
Individual reading lights		✓	✓
Power sockets – UK and Continental	✓	✓	✓
USB sockets		✓	✓
Taxi booking service			✓

What are the features on board?

Layout

Our e320s will have 16 coaches (compared to 18) and 894 seats. Business Premier and Standard Premier coaches will be at the ends of the train to limit the number of people walking through them and to have dedicated galleys for each.

With comfort as our top priority, you'll unwind in a new seat with a deeper recline allowing you to stretch out and gently slide back without encroaching on the space of the traveller behind you. The recline is deeper in Business Premier and Standard Premier seats. Extra storage and a slimline table give you space to spread out and work or stretch out and snooze.

Seats are ergonomically designed to give lumbar support and the seat cushion also extends, giving extra comfort to those with longer legs. Every seat will have a power socket with a mixture of Continental and UK plugs. Seats in Business Premier and Standard Premier also have their own USB socket.

Business Premier and Standard Premier seats will have a pocket for your laptop and a handy cup holder, as well as a personal light, mirror and coat hook.

If you fancy a change of scene, new displays now show which seats aren't taken. Just look out for the indicator above the seat before you switch.

[Fold-down seats](#)

The e320 will have 6 fold-down seats, although these won't be available to book.

[Solo seats](#)

There will be more solo seats on our new train, with a total of 80 available to book.

[Toilets](#)

Our new trains have 26 toilets on board. Should nature call en route, our new toilet cubicles are bright, white and fresh. We know that in the smallest room the tiniest details count, so look out for brand new features like touch-free taps.

[Bar buffet](#)

No Eurostar trip would be complete without un petit pain au chocolat or a bottle of bubbly. So, we've given our bar buffets a makeover, bringing in sleek new lines and a better layout.

If you find yourself getting peckish, peruse the new chiller or enjoy something fresh from the oven. Order at the counter from our delicious range of meals, sandwiches, snacks and treats. Our coffee's also getting an upgrade with new bean to cup machines for the perfect café au lait or cappuccino.

And there'll be even more than before, with space for us to carry extra food and drinks on longer routes.

[Onboard screens](#)

From where we are and how fast we're travelling to our stops en route and special offers in the bar buffet, new screens throughout the train now show you everything you need to know on board.

[Wi-fi](#)

We know how important it is to stay connected, so with free wi-fi throughout the train, you can now email, chat or tweet all the way. Just connect your phone, laptop or tablet to stay in the loop en route.

The connection

The wi-fi is delivered using 3G mobile networks.

- We'll have multiple networks in each country, with no roaming charges for the traveller
- There'll be a seamless switchover at international borders
- Travellers can connect wherever there's a signal
- We'll have antennae on the roof to boost the signal

Our wi-fi portal

- Travellers can access the portal on their own devices
- It's all hosted on board, so you won't need a live internet connection

- It's full of guides to what's on at your destination, as well as news, weather and journey information.

What will the connection quality be like?

We're using a wide variety of networks across all three countries to provide the best service possible.

How secure will the connection be?

We've made sure that all data traffic leaving the train goes via a secure connection before it goes online. Travellers won't be able to view other travellers' activity through the wi-fi network.

Accessibility

We want everyone travelling with Eurostar to have a simple, seamless journey. That's why, as part of our re-design, we've focussed on making life easier for travellers with special requirements.

Our new train has four spaces for wheelchair travellers (twice as many as our current trains) and we've made sure it exceeds the current requirements for travellers with reduced mobility, as well as those with visual or audio impairments. Our new wheelchair lifts will also make it easier to get on and off the train.

Vestibules

Our vestibules between coaches are more spacious, with new luggage racks and information screens. Our touch-free glass doors between coaches open automatically – perfect for when you're carrying luggage or treats from the bar buffet.

Family friendly

Our e320 will have baby changing facilities in toilets throughout the train.

Our luggage racks will be larger (big enough to fit larger modern pushchairs) and with wi-fi, a redesigned bar buffet and power sockets at each seat, families will enjoy a more comfortable journey on our e320s.

In the future, we're hoping to add games and activities for younger travellers to our wi-fi portal.

Luggage space

With luggage racks throughout each coach, boarding's faster than ever and you'll never be far from your belongings. Each traveller will have 13% extra luggage space on the e320 and when it's time to head off at the other end, special lighting will spring to life to remind you to take all your bits and bobs with you.

We're working on our plans for group luggage, which will still be handled by us and put on the same train as the travellers.

What routes will our e320s run on?

We're planning to run them initially on our London-Paris route, where we have the highest demand. In future we may run them to other destinations including Brussels

Our e320s have the ability to run on parts of the European network that our current trains aren't able to, like the route to Amsterdam.

As we develop new routes and destinations, we'll choose the right train for the right journey, based on commercial, technical and operational factors.

Will our new e320s stop at Kent stations?

Our e320s are state of the art trains equipped with the latest European signalling system, so they'll be able to stop at Ebbsfleet International. Ashford International's signalling system is yet to be updated, so e320s won't stop there for now.

We'll still be running our current trains to and from Ashford International and we're working with Network Rail, the UK Department for Transport and the local Kent and Ashford authorities to update the signalling system there.

Will journey times be shorter?

Although the e320 can travel faster than our current trains, up to 320km/h, we'll always need to stick to the speed limit, so journeys won't be any quicker for the moment

Will travellers know in advance which type of train they'll be on?

The booking process won't specify the type of train, simply because this can change at any time due to various reasons.

Will prices be going up when the new trains arrive?

We're always working to keep our prices as competitive as possible and we're not planning to increase our fares with the roll out of our new fleet.

When will the new trains start running?

We're planning to launch the new trains at the end of next year, but we'll keep you posted on our progress.

What's the environmental impact of the new trains?

Treading lightly as we go

Developing our new fleet is not just a chance to improve your travel experience, it's also a great opportunity to seek out the latest innovations in rail technology and find new ways to take care of our environment.

Lightbulb moment

We've re-designed and re-engineered our trains so we have more control over lighting, saving energy and letting daylight do the work while we're above ground.

Dwarfing a jumbo

Our new trains carry nearly 900 passengers. That's 150 more than our current trains and twice as many as a jumbo jet. This means that they're 17% more efficient per seat than before.

Following our noses

All of our trains' noses are super sleek and aerodynamic to reduce energy consumption.

How's my driving?

As well as giving our drivers special eco-driving training, our new trains are all fitted with high-tech energy meters and driver advisory systems to help them track and manage energy consumption en route.

Retire, reuse, recycle

We're already thinking ahead by making sure that fixtures and fittings like seat frames will be recyclable in the future. We even have recycling bins on board, so we're caring for the planet on every journey.